❖ <u>Interviews</u>

☒ Interviews differ from other conversations in that they:

a) are held for a very specific reason;
b) aim at a particular outcome;
c) are usually recorded.
<u>d) all of the above</u>

☒ types of interview include :

a) Job interview
b) appraisal
c) delegation
<u>d) all of the above</u> .

☒ Interview Structure include :

a) coaching .
b) counseling
<u>c) closing .</u>
d) delegation .

☒ Interview structure include discussion that is for :

a) make people nervous.
b) to break the ICE .
<u>c) ensure that you communicate essential information aboute yourself .</u>
d) ask you question before you leave .

☒ Before the interview , you must :

a) Record your impression .
b) Send thankful letter .
c) Avoid starting with complains .
d) <u>Research the new employer .</u>

☒ After interview :

a) Record your impression.
b) Send thankful letter to the interviewer .
c) If the interview is a screening one , expect a call for another one .
d) <u>All of the above .</u>

☒ General guidelines in interviews include :

a) Ask about your benefits before the offer .
b) Criticize your current or old employers.
c) Be honest and negative about yourself .
d) <u>Answer the unsaid questions.</u>

☒ At receiving an offer :

a) Reply immediately .
b) <u>Reply within the deadline , either yes or no .</u>
c) Don't ask about benefits .
d) Make self assessment .

❖ <u>**Making a presentation**</u>

☒ To become more effective, you need to take control of :

a) the material.
b) the audience.
c) Yourself .
d) <u>All of the above</u> .

☒ we get nervous because of hormone :

a) formalin
b) albumin
c) <u>adrenalin</u>
d) serotonin

☒ adrinalin cause :

a) stimulate concentration.
b) Increase body weight .
c) Stimulate heart .
d) <u>a + c</u>

☒ a demophobia :

a) <u>a fear of people</u> .
b) a fear of speaking.
c) a fear of death .
d) a fear of heights .

☒ a laliophobia :

a) a fear of people .
b) <u>a fear of speaking</u>.
c) a fear of death .
d) a fear of heights .

☒ a katagelophobia :

a) a fear of speaking.
b) a fear of death .
c) a fear of heights .
d) <u>a fear of ridicule.</u>

☒ Which of this is **NOT** of adrenalin symptoms :

a) Blurred vision .
b) <u>Slow pulse</u> .
c) Sweaty palms .
d) Dilated pupils .

☒ In presentations, details :

a) <u>Make things more complicated .</u>
b) Keep it simple.
c) Make things clearer .
d) Are important .

☒ Which of the following sentences **NOT** true about defining your objective :

a) Your task is to bring your ideas alive with your own feelings, your own commitment, your own passion.
b) your objective must be to inspire your audience.
c) <u>If you act as if you believe in what you are saying, the audience won't believe it either.</u>
d) Non of the following .

- ☒ write your objective down in one sentence , helps you to :
  a) clear your mind.
  b) Select material to fit.
  c) Check at the end of planning that you still addressing a single clear issue .
  d) <u>All of the above</u> .

- ☒ Which of the following is **NOT** true about Analysing your audience :
  a) <u>Your presentation will be failed if the audience feels that you have spoken directly to them.</u>
  b) If you can demonstrate that you have tailored your material to their needs, the audience will be more inclined to accept it .
  c) Take in mind How many will there be .
  d) Think, too, about the audience's expectations of the presentation.

- ☒ The message should stick in the mind of audience, so message must:
  a) Not express your objective.
  b) <u>have no more than 15 words</u>.
  c) contain a lot of ideas .
  d) doesn't grab your audience's attention.

- ☒ SPQR means :
  a) <u>Situation ,Problem ,Questions ,Response</u>
  b) Situation ,Program ,Questions ,Response
  c) Situation ,Problem , queue ,Response
  d) Situation ,Problem ,Questions ,Respect .

☒ All the following are must included in the opening of presentation EXCEPT :

a) introducing yourself .
b) clear statement of your objective.
c) Timetable.
d) <u>Age of audience</u> .

☒ the most memorable moment of presentation is :

a) the opening of the presentation .
b) <u>the closing of the presentation</u> .
c) the structure of the presentation .
d) non of the above .

☒ Ideas that are put on the card include :

a) what you must say.
b) what you should say to support the main idea.
c) what you could say if you have time .
d) <u>all of the above .</u>

☒ the most item of spice in presentation you must careful about it is :

a) <u>Jokes .</u>
b) Pictures.
c) Analogies .
d) Examples .

☒ Avoid information overload. This means:

a) use just a few visuals .
b) display only one idea on each.
c) <u>All of the above</u> .
d) Non of the above .

☒ A style guide for visual aids include :

a) Add a corporate logo.
b) Select only the data that supports your argument.
c) Contrasting colours look most effective.
d) All of the above .

☒ Which of the following is **NOT** true about Rehersal :

a) Rehearsal is the reality check.
b) Rehearsal is not a time check.
c) It can seem to stop, to drag and – more often than not – to race away .
d) Be aware that it will probably take longer than you anticipate: maybe 50 per cent longer.

☒ Controlling the audience include :

a) Eye contact.
b) Your face .
c) Gestures .
d) All of the above .

☒ guidelines can help with the question session NOT true :

a) Decide when to take questions.
b) Answer concisely.
c) Answer honestly.
d) If you don’t know, let the question .

❖ Seven ways to improve your conversations

☒ Which of the following strategies help you to improve your conversations :

a) waste your time.
b) Never summarise .
c) Don't use visuals.
d) Clarify your objective.

☒ Objectives roughly divide into ……… categories:

a) Two .
b) Three .
c) Five .
d) One hundred .

☒ Exploring a problem is a part of :

a) Structure your thinking.
b) Manage your time.
c) Clarify your objective.
d) Move beyond argument.

☒ Why people ignore first stage thinking :

a) Perhaps because problems are frightening .
b) To stay with a problem – to explore it, to try to understand it further, to confront it and live with it for a few moments – is too uncomfortable.
c) a + b
d) none of the above.

☒ Skilled conversation holders can steer the conversation by linking the following:

a) The past and the present .
b) The problem and the solution.
c) Requests and answers .
d) <u>All of the above .</u>

☒ WASP means :

a) <u>welcome; acquire; supply; part</u> .
b) welcome; answer; supply; part .
c) welcome; acquire; support; part .
d) welcome; acquire; supply; past .

☒ which of the following about Acquire is **NOT** true :

a) This part of the conversation should be dominated by questions.
b) For both of you, listening is vital. You are acquiring knowledge from each other.
c) <u>The **last** step is information gathering. Concentrate on finding out as much as possible about the matter, from as many angles as you can.</u>
d) None of the above .

☒ A similar four stage model for conversation include :

a) Relationship and possibility.
b) Opportunity and action.
c) Only b .
d) <u>a+b</u> .

☒ A conversation for relationship "welcome" is to :

a) create or develop the relationship .
b) end the relationship .
c) think about problem .
d) get rid of the problem .

☒ A conversation for possibility "acquire" is about :

a) whether to do something.
b) what to do .
c) find new ways of looking at the problem .
d) none of the above .

☒ which of the following is NOT of the key question :

a) what's the problem? .
b) is this a problem?.
c) Who are you ? .
d) What are we trying to do ? .

☒ thinking Structure include :

a) Manage this conversation with care.
b) Take care not to judge or criticize.
c) Manage the emotional content of this conversation with care.
d) All of the above .

☒ A conversation for opportunity "supply" include all of the following EXCEPT :

a) A conversation for opportunity takes us into second-stage thinking.
b) This is fundamentally a conversation about planning.
c) <u>Many good ideas never become reality because people are map out paths of opportunity.</u>
d) A conversation for opportunity is designed to construct such a path. You are choosing what to do.

☒ Managing time for the conversation include :

a) Don't just assume that there is no time.
b) Not to Be realistic.
c) If necessary, make an appointment at another time to hold the conversation.
d) <u>Only a+c</u> .

☒ Conversations can go too fast because:

a) we become solution-oriented .
b) we're enjoying ourselves too much.
c) people stop asking questions.
d) <u>All of the above .</u>

☒ A conversation is slowing down when :

a) when one person starts to dominate the conversation .
b) When questions dry up .
c) <u>a+b</u>
d) none of the above .

☒ when you feel that the conversation is speeding up, try the following:

a) Reflect what the other person says rather than replying directly to it.
b) Ask questions that are answered by ‘yes’ or ‘no’.
c) a+b.
d) <u>only a .</u>

☒ which of the following is **NOT** of acceptance non verbal behavior :

a) nodding.
b) Smiling.
c) <u>folding the arms.</u>
d) leaning forward.

☒ Opinions might include:

a) stories.
b) explanations .
c) jokes .
d) <u>a + b .</u>

☒ To summarize means :

a) <u>to reinterpret the other person’s ideas in your own language.</u>
b) To asking questions
c) To answer questions
d) None of the above .

☒ It's said that people remember :

a) What they hear more than what they see .
b) What they see more than what they hear .
c) What they see as well as what they hear .
d) None of the above .

☒ Which of the following is **NOT** of the mind-map making steps:

a) Put a visual image of your subject in the corner of a plain piece of paper .
b) details will radiate towards the edge.
c) Every line must connect to at least one other line.
d) Use visual display: colour, pattern, highlights.

☒ Which of the following is true :

a) Metaphors are images of ideas in concrete form. The word means 'transferring' or 'carrying over'.
b) A metaphor carries your meaning from one thing to another.
c) It enables your listener to see something in a new way, by picturing it as something else.
d) All of the above .

❖ **Giving and receiving criticism**

☒ recommendations that can be done to successfully deliver critical comment:

a) Tactful and Assertive .
b) Aggressive.
c) Dwell on the Past.
d) personalize the Message .

☒ to Be tactful :

a) Dignity and respect should be avoided at all the times .
b) always subject people to public embarrassment by confronting them in the presence of others.
c) never avoid you-based messages when delivering critical comment.
d) Use Assertive, Not Aggressive, Communication.

☒ Critical comment must always be positioned between positive statements :

a) True
b) False
c) None of the above .
d) Another answer .

☒ Which of the following is **NOT** included in identify the Positive :

a) Critical comment must always be positioned between positive statements.
b) <u>use a shortage of time as an excuse for delivering negative- only messages.</u>
c) Giving positive comments is difficult sometimes if you think a lot about the critical part.
d) Concluding with positive observations and optimistic statements helps to neutralize any negative emotional impact and discourages .

☒ Which of the following is **NOT** true about Depersonalize the Message :

a) assess your own emotional control at the moment before delivering a critical message .
b) Avoid any comments that may be received as personal.
c) Fix problems, do not assign blame.
d) <u>Focus on what happened and on who did it.</u>

☒ It does not take a lot of talent to be a problem identifier; it is much more helpful to be a problem solver:

a) <u>True .</u>
b) False .
c) None of the above.
d) Another answer .

- ☒ At Receiving critical comments ,Learn to manage yourself and allow others to exercise control over you by making it easy for them to push your buttons:
    a) True.
    b) <u>False.</u>
    c) None of the above .
    d) Another answer .

- ☒ Which of the following is NOT included in Ask for feedback on seven areas :
    a) The overall quality of your work .
    b) Your ability to consistently meet deadlines .
    c) the quality of your decision making .
    d) <u>none of the above .</u>

- ☒ to improving your ability to process criticism :
    a) Give Others Permission to Disagree with You .
    b) Lower the Stakes.
    c) Seek Solutions.
    d) <u>All of the above .</u>

- ☒ The steps that you can take to process critical comments constructively:
    a) Clarify and Acknowledge .
    b) Identify and Establish criteria .
    c) <u>a + b .</u>
    d) Only a .